

**Governor's Correspondence Tracking System (GCTS)  
RFP # 317.03-105**

**RFP Amendment 2**

1. In RFP Attachment 9.2, delete instructional item 9.2.3 in its entirety and replace it with the following:

9.2.3 **Additional User Licenses—Per-Seat Cost.** For each of the four (4) years of the contract, and for the optional year five (5), the Proposer shall propose a cost for each additional user (Contract Section A.3.e) added to the GCTS in excess of the 100 users covered under the Software Licensure/System Support Cost. The cost proposed shall also include the cost to provide System Support for each additional user, in the same manner as support is provided for base license users, as described in Section A.3.b of the *pro forma* contract. The Proposer shall propose an annual, per-seat (per-user) cost, regardless of the Proposer's price breaks or tiered pricing structures. The Proposers shall not propose their own alternative pricing structures, or in any other way attempt to qualify the single, per-seat rate that is proposed.

The Proposer shall propose one lump-sum amount for each full year, for one additional user to access the system. However, the State is required to compensate the Contractor for licensure on a quarterly basis, in arrears, as described in Contract Section C.5. Therefore, the State shall divide the amount proposed for each year by four (4) to derive the quarterly rate for that year. The amounts so determined shall be entered into Contract Section C.5.

2. Delete RFP Attachment 9.3 in its entirety, and replace it with Attachment 9.3 from the following pages:

## ATTACHMENT 9.3

## TECHNICAL PROPOSAL EVALUATION FORMAT

RFP # 317.03-105

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**Proposer Name**


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**Evaluator**


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**Date**


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PROPOSAL EVALUATIONS CATEGORY (AND RELATED CRITERIA)	SCORE
<b><u>General Proposer Qualifications and Experience (Maximum Points: 20)</u></b> <ul style="list-style-type: none"> <li>- Proposer's background including an organizational history; mergers, acquisitions, and sales</li> <li>- Years in business</li> <li>- Location of offices</li> <li>- Pending litigation against the Proposer</li> <li>- bankruptcy or insolvency proceedings</li> <li>- customer references for three completed projects that are similar to the State's requirements</li> <li>- performance of current contractual relationships with the State of Tennessee or those completed within the previous five year period</li> </ul>	
<b><u>Technical Approach (Maximum Points: 15)</u></b> <ul style="list-style-type: none"> <li>- Software history</li> <li>- Current or future plans for software</li> <li>- Software licensing requirements</li> <li>- Media on which software will be delivered</li> <li>- Recommended installation procedure</li> <li>- Technical environment and deployment strategy</li> <li>- Process used to tailor the system</li> <li>- Description of how technical support will be provided</li> </ul>	
<b><u>System Functionality (Maximum Points: 15)</u></b> <ul style="list-style-type: none"> <li>- Transcribe the Proposer's "System Functionality Raw Score" from Contract Attachment B, <i>GCTS Business Requirements</i>, and use the following formula to determine System Functionality Score (calculations shall result in numbers rounded to two decimal places): <div style="margin-left: 40px;"> <math display="block">\frac{\text{Proposer's System Functionality Raw Score}}{\text{Possible System Functionality Raw Score (799)}} \times 15</math> </div> </li> </ul>	

**Software Demonstration (Maximum Points: 10)**

- Phone Call: Case # 1
- Phone Call: Case # 2
- Phone Call: Case # 3
- Email: Case # 1
- Email: Case # 2
- Email: Case # 3
- Web Forms: Case # 1
- Web Forms: Case # 2
- Web Forms: Case # 3
- Letters/Faxes: Case # 1
- Letters/Faxes: Case # 2
- Gifts: Case # 1
- Gifts: Case # 2
- Reports: Case # 1
- Reports: Case # 2
- Mass Contacts: Case # 1
- Proposed time line
- Supplemental written materials, product documentation, and samples of reports, if applicable

**TOTAL TECHNICAL PROPOSAL SCORE:**